

HAWKE'S BAY DISTRICT HEALTH BOARD	Manual:	Operational Policy Manual
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	Signature:	John Burns
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Laboratory Policy

PURPOSE

The purpose of this policy is to provide a clear understanding of the Laboratory functions, scope and expectations to enable the collection of samples as appropriate, testing and reporting of results as requested.

BACKGROUND

Hawkes Bay District Health Board Laboratory

The laboratory service provides a twenty four-hour, seven day a week service to the clinical areas and allied departments of the hospital and selected community sites, and a general urgent out-of-hours service to community requesters.

The service provided includes:

- Collection of samples as appropriate
- Testing, or referring samples to specialist laboratories as required
- Reporting of results as requested
- Result interpretation and clinical advice is available on request

In addition the laboratory provides a blood transfusion service including the issuing of blood/recombinant products.

The laboratory is fully accredited with International Accreditation New Zealand (IANZ) for all technical procedures performed. All sections of the laboratory take part in internationally recognised external quality assurance programs, in addition to the routine internal quality control performed at least daily. These results are available for viewing if required.

SCOPE

All staff and patients HBDHB.

ROLES AND RESPONSIBILITIES

Clinical Staff

- Follow the HBDHB Laboratory Testing Guidelines for appropriate requesting.
- Complete documentation and sample labelling requirements, as outlined in the Laboratory Sample Collection and Labelling Procedure HBDHB/CPG120.
- Recognise that it is not appropriate to request tests for self, family members, friends, or other staff where you are not the responsible clinician. The laboratory is obliged to release the report to the clinician responsible for the care of the patient, therefore, in order to protect the patient from potential harm, these requests will not be processed. This enables appropriate advice and clinical care to be available for all patients.

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Laboratory Staff

Meet all Laboratory Service requirements as outlined.

POLICY

THE SERVICE PROVISION

Hawke's Bay Hospital

Routine Hours

The laboratory is fully staffed Monday to Friday 0800–1700 hours.

After Hours Service

These hours are covered by rostered shifts. The limited number of staff on duty at these time dictates that only necessary testing is performed. The range of tests available is limited, and the list is available in the [Laboratory Manual](#).

Phlebotomy

The laboratory operates a morning ward round blood collection service Monday to Friday, and a limited morning service on weekends and public holidays. There is no ward round service on Christmas Day. All request forms for this service must be on the appropriate clip before 07.30am. Requests generated after this time will not be accepted unless the workload permits. Blood collection after the ward round is finished is the responsibility of the clinician initiating the request.

There is a sample collection service available in Villa 6, for outpatients or mobile in-patients, from Monday to Friday excluding Public Holidays. The opening hours are available in the [Laboratory Manual](#).

Central Hawkes Bay Health Centre

The CHB Health Centre has a sample collection service available Monday to Friday, excluding Public Holidays. The samples collected are processed at Hawkes Bay Laboratory. Opening Hours are available on the [Laboratory Manual](#).

The Napier Health Centre

The Napier Health Centre has a sample collection service available Monday to Friday excluding Public Holidays. The samples collected are processed at Hawke's Bay Hospital Laboratory. The opening hours are available in the [Laboratory Manual](#).

Wairoa Hospital and Health Centre

The Wairoa Laboratory has a sample collection service available Monday to Friday, excluding Public Holidays. There is limited Point of Care Testing (POCT) available for urgent testing on site, both in the Acute Ward and the laboratory. All other samples are processed at Hawkes Bay Hospital Laboratory. The opening hours are available in the [Laboratory Manual](#).

The Phlebotomists rights

If the phlebotomist feels that the procedure is likely to cause a risk to themselves or the patient they have the right to decline to proceed with the collect. They are obliged to notify an appropriate person and explain the reason that the procedure was not performed.

Patient rights

The full list of patient rights is in the **The Code of Health and Disability Services Consumers' Rights**. All patients have the right to respect, freedom from discrimination, to be treated with dignity and a reasonable standard of care.

At all times:

- Patients have the right to have the procedure explained and be told what their choices are. The patient can ask any questions to help them be fully informed.
- Patients have the right to be listened to, understood, and receive information in whatever way needed in order to understand.
- A patient can say no or change their mind at any time.

Point of Care Testing (POCT)

The laboratory provide advice and quality support for POCT within the HBDHB facilities, in accordance with the Point of Care Testing Policy HBDHB/CPG101 and the [New Zealand Best Practice Guidelines for Point of Care Testing 2018](#).

Laboratory Manual

The Laboratory Manual is available on Our Hub and provides information and practical details on all aspects of laboratory sample collection and testing at HBDHB facilities including:

- Opening hours for all facilities
- Key staff contact information
- Tests available out of routine hours
- Searchable list of tests performed, including specimen type and turn-around time (TAT)
- Information documents for clinicians and patients, including printable self-sampling instructions for patients
- Departmental information
- News updates

Air Tube System

The laboratory is connected to the majority of the clinical areas by an air tube system. A computer located in the laboratory controls this system. Users of the system are expected to adhere to the instructions attached to each station. Failure to do so could lead to a shut-down of the system with other clinical areas adversely affected.

Refer to [Lamson Tube System Policy - HBDHB/OPM098](#).

Laboratory Reports

Electronic laboratory reports (test results) are issued by the laboratory and appear in the Clinical Data Repository (Clinical Portal).

External laboratory users are sent electronic reports via an HL7 messaging.

Paper laboratory reports are only issued if specifically requested

The printing of laboratory results and reports directly from Clinical Portal is prohibited as reports generated in this fashion may not contain all the relevant information and correct patient/sample identifiers, and poses a risk to patients.

ACCEPTANCE CRITERIA

All specimens sent to Laboratory services must meet the criteria for acceptance for specimen type and minimum labelling as per the [Laboratory Sample Collection and Labelling Procedure HBDHB/CPG120](#). Failure to do so will result in critical tests not being performed in a timely manner and a delay in results possibly causing a clinical risk to patient care.

DEFINITIONS

POCT - Point of Care Testing/Near Patient Testing/Bedside Testing

REFERENCES

IANZ General Criteria for accreditation NZS/ISO 15189:2012 3rd Edition Standard.
HBDHB Laboratory Quality Manual.
New Zealand Blood Service (NZBS) Sample Collection Manual July 2012.
New Zealand Best Practice Guidelines for Point of Care Testing 2018

RELATED DOCUMENTS

[Laboratory Manual](#)
[Laboratory testing Guidelines](#)

HBDHB Policies:

[Lamson Tube System Policy HBDHB/OPM/098](#)
[Laboratory Sample Collection and Labelling Procedure HBDHB/GPG120](#)
[Point of Care Testing Policy HBDHB/CPG101](#)
[Blood Culture collection HBDHB/CPG103](#)
[Capillary Blood Glucose monitoring HBDHB/CPG067](#)

KEYWORDS

Laboratory policy
Laboratory manual
Blood collection
Specimen
Specimen labelling

For further information please contact the Laboratory Manager.